

Method for acquiring Content Information, and Software Product, Collaboration System
and Collaboration Server for Acquiring Content Information

10 A customer browser and an agent browser are connected to each other through a
collaboration server, and a Web server is controlled so as to be accessed through the
collaboration server. When the browsers and refer to a page, the collaboration server embeds
an applet for detecting a change in the page and a client controller for displaying a page
corresponding to changed page information of the other party which performs collaboration.
When the customer and agent browsers detect the change in the page, the applet is invoked,
and the changed page information is sent to the other party via the collaboration server, and
15 the client controller on the other party controls the browser so as to display the changed page.